



Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

Section 100 - Management & Administration

General Rules & Administration - 100.00		
S.O.P. # 100.17	Required Reporting & Procedures	PAGE: 1 OF 8
EFFECTIVE: 06-10-16	Approved: John Filer, Chief	
REVISED: 11-16-16	Approved: William Stephens, Director	

100.17.01 Purpose

The purpose of this SOP is to establish policies and procedures for minimum reporting standards with regards to accidents, collisions, incidents, injuries and near misses.

100.17.02 General

This SOP is an adjunct to numerous policies as outlined in the *Charles County Safety Manual*. Policies and procedures specific to occupational exposure of an employee are covered in the Department's *Infection Control Plan* (301.04).

100.17.03 Definitions

The following definitions shall be used for the purpose of this SOP.

1. **Accident** - OSHA defines an accident as an undesired event that results in personal injury or property damage.
2. **Collision (Traffic)** - A traffic collision, also known as a motor vehicle collision (MVC), occurs when a vehicle collides or impacts with another vehicle, pedestrian, animal, road debris or other stationary obstruction, such as a tree, sign or utility pole. Traffic collisions may result in injury, death and or property damage.
3. **Incident** - An incident is an occurrence of an unusual event, apparently of minor significance. An incident in the context of health, safety and environment is the occurrence of any unintended event that disturbs normal operations. OSHA defines an incident as an unplanned, undesired event that adversely affects the completion of a task.
4. **Injury** - Damage, loss or harm to or suffered by a person or animal.
5. **Loss** - Damage or destruction of property or an asset.
6. **Near Miss** - OSHA defines a near miss as an incident in which no property was damaged and no personal injury was sustained, but where, given a slight shift in time or position, damage or injury easily could have occurred.
7. **Occupational Exposure (OSHA 1910.1030)** - Occupational exposure means reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other potentially infectious materials that may result from the performance of an employee's duties.



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8. **Sentinel Safety Event-** A Sentinel Safety Event as an unanticipated event in the work place resulting in death or serious physical or psychological injury to an employee or patient/s, not related to the natural course of duty or the patient's illness.
9. **Work Related Incident** - An event that requires investigation and documentation but does not involve vehicle accidents, personal injuries or property loss/damage.

100.17.04 Policy

1. All accidents, incidents, injuries, near misses, occupational exposures and sentinel safety events require reporting.
2. Reporting and associated paperwork shall be completed prior to the end of the employee and/or supervisor's shift.
3. Accidents, incidents and Sentinel Safety Events that result in injury, death, and/or property damage require immediate reporting.
4. Traffic collisions, regardless of injury require immediate reporting and notification via phone call or county radio to the County Safety Officer. Common road hazard incidents such as nails and chipped windshields require reporting however, are exempt from immediate notification.
5. Incidents that result in property or asset loss in excess of \$250 are included in the required reporting criteria.
6. Reporting should be submitted in an electronic format. If an electronic reporting format is not available, hand written documents need to be legible.
7. Texting is not an appropriate form of reporting and will not be accepted.
8. When completing an *Incident Report Form (IRF)*, each reporting employee is responsible for the completion and submission of their own form.
9. Reporting should never take precedence over the delivery of immediate medical care or life safety operations.
10. All reported incidents will receive timely supervisor feedback.

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100.17.05 Procedures Matrix

1. Work Related Incident Reporting

Task	Responsible Party
Initial notification made to On-Duty Supervisor/employee.	On-Duty Supervisor or Employee
Incident Report Form completed.	Employee
Event investigation occurs per Adverse Event SOP.	On-Duty Supervisor
Immediate mitigation of further damage, if necessary.	On-Duty Supervisor
Immediate remediation of employee, if applicable.	On-Duty Supervisor
Notification to volunteer station leadership, if applicable.	On-Duty Supervisor
Summary of events posted to Staff Files.	On-Duty Supervisor
All paperwork finalized and forwarded to Command Staff for review.	On-Duty Supervisor
Paperwork reviewed and recommendations made with regards to any further remediation, counseling or disciplinary action required.	Administrative Captain (Quality Improvement)
Incidents involving patient care forwarded to the Jurisdictional Medical Director.	Administrative Captain (Quality Improvement)
Final dispositions that include disciplinary action forwarded to Human Resources through the Director of Emergency Services.	Chief Officer

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2. Injury Reporting (Non-Vehicular)

Task	Responsible Party
Initial notification to made On-Duty Supervisor/employee.	On-Duty Supervisor or Employee
Response to scene for event investigation and incident mitigation.	On-Duty Supervisor
Notification to County Safety Officer and Operations Captain via phone or county radio.	On-Duty Supervisor
Mitigation of injuries and/or referral to appropriate medical care as needed.	On-Duty Supervisor
Individual Incident Report Forms completed.	Employee and Witnesses
Event investigation completed including photographs if applicable.	On-Duty Supervisor
<i>Personal Injury Forms</i> completed.	On-Duty Supervisor
Notification of volunteer station leadership, if applicable.	On-Duty Supervisor
Summary of events posted to Staff Files.	On-Duty Supervisor
All paperwork finalized and forwarded to Command Staff, DES Director, Assistant to the Director & County Safety Officer.	On-Duty Supervisor
Incident reviewed and recommendations forwarded to Command Staff for further actions/remediation.	Safety Officer

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3. Injury Reporting (Vehicular Accident)

Task	Responsible Party
Initial notification made to On-Duty Supervisor/employee.	On-Duty Supervisor or Employee
Response to scene for event investigation and incident mitigation.	On-Duty Supervisor
Notification to Charles County Sheriff's Office for response to location (CCSO report must be obtained).	On-Duty Supervisor (if not done by 911 Communications)
Notification to County Safety Officer and Operations Captain via phone or county radio.	On-Duty Supervisor
Mitigation of injuries and/or referral to appropriate medical care as needed.	On-Duty Supervisor
Individual Incident Report Forms completed.	Employee and Witnesses
Event investigation completed including photographs if applicable.	On-Duty Supervisor
<i>Vehicle Accident and Personal Injury Forms</i> completed.	On-Duty Supervisor
Notification of volunteer station leadership, if applicable.	On-Duty Supervisor
Summary of events posted to Staff Files.	On-Duty Supervisor
All paperwork finalized and forwarded to Command Staff, DES Director, Assistant to the Director, County Safety Officer and County Risk Manager.	On-Duty Supervisor
Incident reviewed and recommendations forwarded to senior Command Staff for further actions/remediation.	Safety Officer



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4. Vehicular Damage (No Injuries)

Task	Responsible Party
Initial notification made to On-Duty Supervisor/employee.	On-Duty Supervisor or Employee
Response to scene for event investigation and incident mitigation.	On-Duty Supervisor
Notification to Charles County Sheriff's Office for Response to location (CCSO report must be obtained if applicable).	On-Duty Supervisor (if not done by 911 Communications)
Notification to County Safety Officer and Operations Captain via phone or county radio.	On-Duty Supervisor
Individual Incident Report Forms completed.	Employee and Witnesses
Event investigation completed including photographs if applicable.	On-Duty Supervisor
<i>Vehicle Accident Forms</i> completed.	On-Duty Supervisor
Summary of events posted to Staff Files.	On-Duty Supervisor
All paperwork finalized and forwarded to Command Staff, DES Director, Assistant to the Director, County Safety Officer and County Risk Manager.	On-Duty Supervisor
Incident reviewed and recommendations forwarded to Senior Command Staff for further actions.	Safety Officer

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5. Property Damage or Property Loss (Non-Vehicular)

Task	Responsible Party
Initial notification made to On-Duty Supervisor/employee.	Employee or On-Duty Supervisor
Individual Incident Report Forms completed.	Employees and Witnesses
Property replacement, if needed.	On-Duty Supervisor or Volunteer Station Leadership
Notification to volunteer station leadership, if applicable.	On-Duty Supervisor
Event investigation conducted.	On-Duty Supervisor
<i>Property Loss Forms</i> completed, if item(s) are insured against loss.	On-Duty Supervisor
Summary of events posted to Staff Files.	On-Duty Supervisor
For loss or damage less than \$250, all paperwork should be forwarded to Command Staff.	On-Duty Supervisor
For loss of damage greater than \$250, all paperwork should be forwarded to Command Staff, County Risk Manager and County Safety Officer.	On-Duty Supervisor

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6. Near Miss Reporting

Task	Responsible Party
Initial notification to On-Duty Supervisor/employee.	On-Duty Supervisor or Employee
Response to scene for event investigation and incident mitigation.	On-Duty Supervisor
Individual Incident Report Forms completed.	Employee and Witnesses
Event investigation completed including photographs if applicable.	On-Duty Supervisor
Notification of volunteer station leadership, if applicable.	On-Duty Supervisor
Summary of events posted to Staff Files.	On-Duty Supervisor
All paperwork finalized and forwarded to Command Staff and County Safety Officer.	On-Duty Supervisor
Incident reviewed and recommendations forwarded to Command Staff for further actions.	Safety Officer

7. Occupational Exposure

Occupational exposure events should be reported and handled in accordance with section *301.00 Infection Control*, sub-sections *301.02 - Post Exposure Policy and Procedures* and *301.04 - Infection Control Plan* of the Standard Operating Procedures.

8. Sentinel Safety Event

Sentinel Safety Events shall be immediately reported by phone to Command Staff via the appropriate chain of command. Depending on circumstances, it is the responsibility of the first line supervisor to mitigate the immediate risk and insure life safety and mission critical tasks and measures are stabilized. Also dependent upon the circumstances, it is the responsibility of Command Staff to respond appropriately, make additional notifications as needed and provide resources adequate to mitigate and remediate the event.